



Getting started with home tube feeding therapy.

You probably have a lot of questions about what needs to happen before you leave the hospital and immediately after you return home. We're here to answer all of your questions and help guide you throughout every step of your therapy.

Before you leave the hospital, we plan to:

- Work behind the scenes to verify your insurance benefits and help you understand your plan's coverage for tube feeding and out-of-pocket expense expectations. (This call will come from one of our patient account representatives.)
- Help you complete all new patient paperwork.
- Coordinate with your providers and hospital team to help plan your discharge.
- Send one of our onsite Coram[®]* liaisons to meet with you.
- Familiarize you with your home tube feeding equipment.
- Show you how to administer your specific therapy at home.
- Record how you prefer to communicate with us (e.g., phone or email).
- Share educational resources, including helpful videos from [Coramhc.com](https://www.coramhc.com).
- Inform you of what to expect once you return home.
- Prepare your formula, equipment and supplies and arrange for delivery to your home before your first feeding.
- Answer any questions you might have before your first in-home feeding.

Within 24 to 48 hours of returning home, we plan to:

- Call you to see how your feedings and water flushes are going. One of our registered dietitians will make this call and will help make any adjustments if needed.
- Provide contact information for our Coram team, which is available 24/7.
- Direct you to additional resources on [Coramhc.com](https://www.coramhc.com).
- Inform you of what to expect from us throughout your treatment.

Throughout your treatment, we plan to:

- Continue to share educational resources and answer questions around-the-clock.
- Check in regularly by phone to see how you are doing and schedule refills, order supplies and confirm deliveries.
- Check on your progress and tolerance with your feedings, and coordinate any necessary changes to your formula or dosage with your doctor.
- Adjust frequency of registered dietitian monitoring calls based on your specific needs.
- Provide UPS tracking numbers for each of your therapy shipments, if you have opted in to email communication or upon request.
- Bill you for any out-of-pocket expenses so there are no surprise fees in the future.
- Keep you informed of any updates to your benefits, services or supplies.

Questions? Call us any day, any time at 1-877-936-6874.

* Coram CVS Specialty[®] Infusion Services

Patient privacy is important to us. Our employees are trained regarding the appropriate way to handle patients' private health information.

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